THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN) : (a) Yes, Sir. Some representations, memoranda and proposals have been received mainly asking for enhanced rate of commission.

(b) According to the present policy, PCOs are allotted liberally to all the applicants who are of 18 years and above, without any restriction of educational qualifications and their financial status subject to technical feasibility and completion of commercial formalities.

(c) The commission of the STD/PCO franchisees was raised with effect from 1st April 2001. It has not been found feasible to increase the rates of commission any further STD/PCO booths franchisees can increase their earnings through provision of additional facilities.

Losses due to Limited Mobility Services

3581. SHRI DATTA MEGHE : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) whether the Telecom Dispute Settlement and Appellate Tribunal has recently asked the cellular operators to furnish details of the losses incurred by them due to limited mobility services;

(b) if so, whether the cellular operators have since furnished the required information to TDSAT;

(c) if so, the details thereof; and

(d) the steps taken by Government to resolve the disputes between the cellular operators and WLL players?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN) : (a) to (c) No, Sir.

(d) A meeting was held with Cellular and Basic Service providers in February, 2003.

Complaints pending with MTNL

3582. SHRI BALKAVI BAIRAGI : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) the nature and number of complaints received/disposed/pending with MTNL (South-I) service centre offices during the last three years;

(b) the number of Sanction-Memo issued by the telephone exchange offices under MTNL (South-I) for refund of rental during the year 2002 and the number of those where payment has not been made till date and the reasons therefor; and

(c) the number of letters received from MPs and MLAs in connection with harassment of the consumers by MTNL staff and for redressal of grievances and the action taken thereon during the years 2001 and 2002?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN) : (a) The details of nature and number of complaints received by MTNL (South-I) service centre offices during the last three years are as under :–

Year	No. of complaints	Nature of complaint			
		Service faults	Provision of NTC	Shifting	Phone plus facilities etc.
2000-01	2226	1826	111	67	222
2001-02	2048	1597	123	82	246
2002-03	1409	1147	70	65	127

All the above mentioned complaints have been disposed of and no complaint is pending.

(b) The number of automatic rent rebate cases generated from January 2002 to December 2002 in South-I areas was 11583. No case is pending as on date.

(c) Two cases of harassment of customers and 46 cases of redressal of grievances were received during 2001 and 2002 from various MPs/ MLAs. Appropriate action has been taken in case of harassment and 44 cases of redressal of grievances have also been settled. Two cases of refund of WLL connection are pending due to non deposit of instruments by the subscribers.